

Using Interactive Voice Response (IVR) For DOE Staff Providers

The IVR system is used to record the provision of related services to students with Individualized Education Programs (IEPs). This document clarifies the circumstances in which you, as a provider of services, must call into the system, and provides tips that will help to ensure the information you call in is properly captured.

IVR Call In Number for DOE Employees	(718) 596-4080
IVR Help Desk	(718) 758-7702

1. Do I have to call my start dates into IVR?

Yes. You must continue to call IVR to record the **first** date you deliver services for all related services, SETSS and ESL services that are mandated by the student's IEP:

- at the beginning of the school year
- after a change in the mandate (if different from the start date)
- after the student changes schools
- when there is a new provider

Reminder: **Attendance records** should be completed in the SESIS Encounter Attendance module. Only start dates must be recorded in IVR. For more information, see #6 below.

2. When should I call IVR?

In general, you should call on the same day you first see the student. As indicated in #1, a call is always required the first time you see the student in the beginning of the school year. If a new IEP recommendation is made after that, you should call again once the student's new mandate is updated in CAP/SEC and IEP has been authorized. Note that the student's previous placement records must be complete and accurately updated in CAP and SEC for your IVR call to "take." For more information, see #6 below.

3. Do I have to call into IVR after each IEP meeting?

Not necessarily. You must call into IVR if the meeting results in a change in the mandate and/or if the student changes schools.

4. Do I have to call in the start of a new IEP if there is no change to the services?

No; see #3 above.

5. How long will it take for the dates I call in to show on my caseload?

It may take up to two days for the information to migrate into all relevant systems. If the student doesn't show up after that, please see the appropriate point of contact in your school to find out why. For more information, see #6 below.

6. How can the SEC reports show a student as un-served if IVR has accepted the first-attend information?

There are several possible reasons. Please work with the person in your school who has appropriate CAP/SEC access to ensure that all of the student's placement and IEP records are up to date in CAP. (For example, for the SEC report to change CAP must reflect both the Final Notice date and the Authorization date for the IEP under which the service is provided.)

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7. I received a confirmation number at the end of my call into IVR. Does this confirm that I've entered all information correctly?

No. The confirmation number only means that IVR has received the information you entered. To ensure accuracy, listen closely when the System repeats what you've entered before you confirm it. To check that the entry has registered properly, check with the person in your school who has appropriate CAP/SEC access after allowing time for the transaction to process.

8. If I am providing services through a 504 plan, do I need to call into IVR?

No. Only use IVR to record the start of services on a student's IEP.

9. I am an ESL teacher for a student who is recommended for SETSS or Related Services Only. Am I expected to call into the IVR system?

No. Only call for ESL students who have a recommendation of special class or ICT.

10. Do I need to call IVR twice if a student has a split mandate (once for the individual and once for the group sessions)?

Yes. You will need to call in the start date separately for both the individual and the group sessions.

11. Are Source Corp booklets still used to record attendance?

No. You must record attendance in the Encounter Attendance module of SESIS. Detailed, role-specific instructions are posted on this web page:

http://schools.nyc.gov/Academics/SpecialEducation/EducatorResources/SEIS_NonDOE.htm

12. When the system asks for my pin number, is that the last four digits of my Social Security Number?

Yes. The pin number is the last four digits of the provider's social security number.

13. What if the system has trouble recognizing my voice?

For best recognition:

- Place the call from a location with a minimum of background noise.
- Although you can use any phone, a corded land-line phone works best.
- Speak clearly using your everyday tone of voice. If the system is having difficulty understanding, speak more slowly.
- Remember, every question can be answered either verbally or with the keypad.

Numeric codes for common services and languages follow:

Service	Enter	Service	Enter	Language	Enter
Alternate Placement	9	Orientation and Mobility	10	Sign language	0
Counseling	1	Physical Therapy	4	English	1
Crisis Management	11	SETSS	7	Spanish	2
Cued Speech	14	Sign Language	15	Chinese	3
ESL	8	Special Transportation	19	Bengali	4
Health	17	Speech	2	Arabic	5
Hearing Services	6	Travel Training	13	Haitian Creole	6
Interim Placement	18	Toilet Training	16	Russian	7
Occupational Therapy	3	Vision	5	Korean	8
Oral Transliteration	12				